

CASE STUDY

ICON Builders

Construction Company

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Client: ICON Builders

ICON Builders, a general contractor, wanted to reduce the time and money that it was spending on managing and maintaining an important application. By signing up for IronOrbit application hosting, ICON succeeded in reducing its IT costs and outsourcing the application's management to a hosting provider it could trust.

ICON Builders is a general contractor that specializes in the renovation and construction of affordable housing. Since 1984, it has renovated more than 17,000 affordable housing apartment units. It has completed projects in five different states: Arizona, California, Nevada, New Mexico, and Washington. According to its website, the company is currently engaged in nearly a dozen different projects—costing a total of \$187.6 million—that involve the renovation or construction of close to 1,200 housing units.

Challenges & Requirements

ICON Builders contacted IronOrbit because it was unhappy with its current deployment of an application called Sage 300 Construction and Real Estate. Sage 300 CRE is business management software for enterprises in the construction industry. General contractors like ICON Builders use it to manage and track their finances, store and organize their electronic files, and assign and monitor the progress of project tasks, goals, and schedules.

At a certain point, ICON Builders decided that it was spending too much time and money maintaining its deployment of Sage 300 CRE by itself. It wanted to redeploy the application with a hosting provider that would not just host the application but also perform all of the maintenance and support tasks that ICON once handled internally. It was important for the hosting provider to be able to resolve problems with the Sage 300 CRE deployment quickly and to maintain the availability of the application at all times, since much of the work at ICON involved the application in one way or another.

“We moved our Timberline (Sage 300) server to their Hosting service and we have never had a better IT decision.”

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Marianne Laupp, CFO, ICON Builders, Inc.

The IronOrbit Solution

In the end, ICON Builders selected IronOrbit, a leading provider of managed hosted IT solutions, to host its Sage 300 CRE deployment. No other hosting company provides as many advanced IT services with its solutions for no additional cost as IronOrbit. For example, the IT services that came with ICON Builders's hosted Sage 300 CRE (as they do with all IronOrbit hosted solutions) included:

- *24/7/365 all-inclusive technical support, all-inclusive meaning that IronOrbit will provide technical support for all of ICON's networks and IT hardware and software, not just the hosted Sage 300 CRE*
- *24/7/365 monitoring and maintenance of the Sage 300 CRE deployment and its underlying IT infrastructure*
- *An IT security system that protected the Sage 300 CRE deployment from hacking attempts, malware, physical theft, and inappropriate access by IronOrbit personnel*
- *Complete onsite and offsite backups of all of the data associated with the Sage 300 CRE deployment, performed multiple times daily*

ICON Builders only had to pay a low, flat monthly fee for the hosted Sage 300 CRE and all of the included IT services. In addition, no one at the company had to spend any of his or her own time managing or maintaining the application; and ICON Builders saved itself thousands of dollars by not having to purchase any servers, which it would need if it planned to host the application onsite. By signing up for hosted Sage 300 CRE from IronOrbit, ICON Builders achieved its goals of reducing its IT costs and outsourcing the management and support of the application, while also ensuring that the application was properly maintained and protected.

“The move went very smoothly and we have had very few minor issues since then. Their ticketing process and support is great. They look at a problem and have the ability to fix anything immediately. We are very happy that we moved to their service, it has saved us immeasurable time and money. I would highly recommend their team to anyone looking for a better IT solution.”

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Marianne Laupp, CFO, ICON Builders, Inc.

About Us

IronOrbit is part of the SACA Technologies group of companies, a family of IT businesses specializing in cloud computing, networking, virtualization and managed IT.

In 2003, SACA's leadership noticed an increase in demand for cloud-hosted desktops, servers and applications. Recognizing the importance that cloud computing would play in the future, our leadership founded a new enterprise dedicated exclusively to cloud services. That enterprise was IronOrbit, one of the world's premier suppliers of cloud-hosted IT infrastructure.

At IronOrbit, we're committed to delivering cloud services that go above and beyond. We aim to take your IT beyond the cloud and into orbit, with the most powerful, comprehensive and flexible services in the industry. This ethos is reflected in our business name, which was inspired by our commitment to truly "out of this world" service. From services to support, everything we do revolves around you, the client.

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